

How do I Migrate from Myvisiononline (My Vision Online) to Patient Services?

The website your practice uses for online patient services is changing. When your practice switches to the new service, you must migrate from www.myvisiononline.co.uk account to the new service, www.patient-services.co.uk, this may involve setting up a new user name and password.



Important - www.patient-services.co.uk is created and maintained by **Cegedim Healthcare Solutions**, who continue to develop and maintain it. When you migrate to the new website you need to record your personal details and complete new security details. This enables **Cegedim Healthcare Solutions** to assist you with any technical issues should they arise.

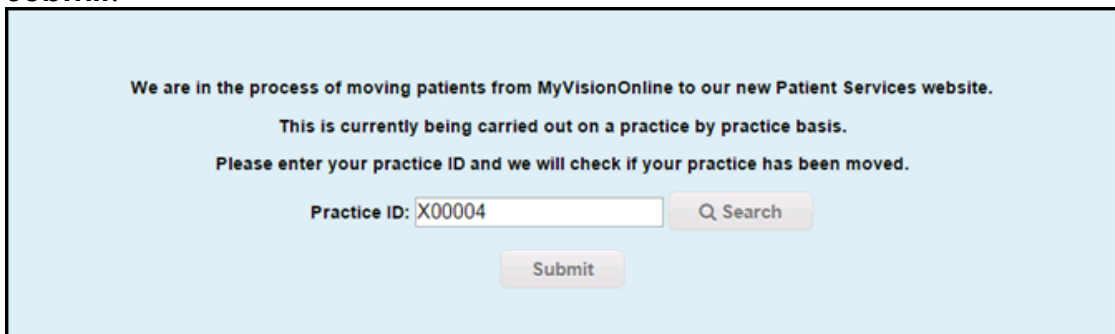
How do I Migrate to Patient Services?



Important - This is for existing www.myvisiononline.co.uk users only. If you have already been through the migration process, you must log in to www.patient-services.co.uk. If you have never registered for Online Services please refer to your GP practice for details.

To Migrate to Patient Services:

1. When you login to www.myvisiononline.co.uk, the following message displays, enter your **Practice ID**, or select on **Search** to find it, and select **Submit**:



We are in the process of moving patients from MyVisionOnline to our new Patient Services website.

This is currently being carried out on a practice by practice basis.

Please enter your practice ID and we will check if your practice has been moved.

Practice ID:

2. The **Sign In** screen displays, enter your existing username and password and select **Sign In** .



3. Once your GP Practice is ready, the following message displays, select [here](#) to continue.

Your practice has moved from myvisiononline.co.uk to patient-services.co.uk
Click [here](#) to continue to the new website

4. The Migration screen displays, enter your existing password again and select **Next**.
5. The **Account Details** screen displays, and needs to be completed:
 - **Username** - You can reuse your old username, (providing it meets the criteria displayed on screen), if this is already used by someone else you have to create a new one that is unique to you, suggestions display should you want to use them.



Note - The only symbols allowed here are dots and dashes, so you cannot currently use your email address

- **Password** - Type a new password, this must be a minimum of 8 characters containing at least one character from three of the following four character types:
 - Uppercase letter.
 - Lowercase letter.
 - A number.
 - A symbol.
 - **Confirm Password** - Retype the new password to confirm.
6. Read the **Terms and Conditions** and **Privacy Policy** and tick to agree.
 7. Select **Confirm**  to create your account.
 8. The **Migration Complete** screen displays, select **Home**  to go to the **Patient Services** home page.



Hints and Tips - Make it easy to find the right website next time by book marking this page



Remember - Next time you need to use your GP online services ensure you use www.patient-services.co.uk with the new username and password you have just set up.

Full patient help is available from the Patient Services Help Centre at http://help.visionhealth.co.uk/Patient_Services_-_Patient_Help_Centre/Content/Home.htm.